

Return Policy and Right of Withdrawal

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you, acquires, physical possession of the goods.

To exercise the right of withdrawal, you must inform us (zooplus SE, Customer Services Herzog-Wilhelm-Strasse 18, 80331 Munich, Germany, telephone: 0044 186 595 13 01, service@zooplus.co.uk) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods to

zooplus Returns
Carbon 207
Siskin Drive
Middlemarch Business Park Coventry
CV3 4FJ

without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

End of Information concerning the Right of withdrawal

Provider/Operating Company

Any contract entered into is concluded with zooplus SE unless specifically stated otherwise.

zooplus SE
Herzog-Wilhelm-Strasse 18
80331 Munich
Germany

zooplus.co.uk is the trading name of zooplus registered in Germany,

company number
München HRB 273759
VAT ID: DE 200164421

Executive Board

Lionel Desclée (Chairman)

Steffen Schüller

Our customer service team is available Monday to Friday from 8am to 5pm and Saturday from 8am to 2pm (except public holidays).

Please note: Call costs will vary according to the provider and the length of the call.